DELIVERY INSTRUCTIONS APPENDIX

1 Parties

Buyer: Suomen Osuuskauppojen Keskuskunta (hereinafter the Buyer or SOK)
Visiting address: Fleminginkatu 34, HELSINKI, FINLAND
Postal address: PO Box 1, 00088 S GROUP, FINLAND
Business ID: 0116323-1
VAT number: FI01163231

Supplier: [Name of company] (hereinafter the Supplier)
Visiting address: [Visiting address]
Postal address: [Postal address]
Business ID: [Business ID]
VAT number: [VAT number]

2 Scope of Application

These instructions apply to warehouse, terminal and direct deliveries. In the event the deliverer's delivery terms are TOP myymälä (Finnterms 2001, delivered to destination store), sections 7–13 shall apply.

3 Packing and Loading

We recommend that all Suppliers use Eur-sized (800x1200mm) rental pallets (for example CHEP).

Domestic Suppliers in Finland: Goods on pallets are to be loaded primarily onto Eur-sized rental pallets. The use of Fin-pallets (1000x1200mm) must be separately agreed upon with the Buyer.

Other Suppliers: Goods on pallets are to be loaded primarily onto Eur-sized rental pallets.

The maximum weight of a Eur-sized pallet is 720kg and of a Fin-sized pallet 970kg. The maximum height of all pallets is 110cm. Any deviations to the above must be separately agreed upon with the Buyer.

The use of single-use pallets must always be separately agreed upon with the Buyer. All dimensions and construction (length and width of the pallet as well as intermediate supports and bottom) of the single-use pallets (Eur or Fin) must correspond to the standard pallet.

We recommend that rental pallets are used as shop pallets. Only shop pallets that meet the dimensional and construction requirements are permitted. The dimensional and construction requirements of the shop pallets are presented in the S Group's packaging guidelines https://s-ryhma.fi/en/for-suppliers/chain-supplier.

The use of transportation equipment requiring a deposit must be separately agreed upon by the Supplier and Buyer.

The Supplier must load the products onto the pallet in such a way that the products do not extend beyond the edge of the pallet. The Supplier must only load onto a single pallet products that are from the same production run and have the same best before/use by date. Pallets to be delivered must be bound using stretch wrap or shrink wrap, so that the products do not perish or get damaged at any stage of the supply chain. The Supplier is also responsible for ensuring that the pallets and products are loaded for transportation in such a way that the products do not perish or get damaged during loading, transportation, reloading, unloading or final distribution.

4 Delivering Pallets to the Warehouse/Terminal

The Supplier must deliver the products to the Buyer on intact pallets. The Buyer is under no obligation to receive, return or pay for any defective pallets.

5 Alternative Ways of Delivering Pallets (Selected Alternative to Be Marked with X)

a) ☐ Using rental pallets (recommendation)
b) ☐ Pallet included in price of the product
c) ☐ Pallet exchange. Pallets will not be invoiced per delivery. Instead the Buyer will monitor pallet balances and balances will be balanced out, see section 6. The Buyer shall keep an accounting record of pallets, which shall be considered reliable unless proved otherwise.

Pallets may not be separately invoiced using a product invoice.

6 Storing and Returning EUR and FIN Pallets

When agreeing on pallet exchange (section 5 c), the Buyer shall store the intact Supplier's pallets that it has received. The intact pallets shall be returned to the Supplier in full truckloads or as otherwise agreed.

The Buyer is under no obligation to agree to returning smaller batches or to returning pallets to any other party than the Supplier. The Supplier is liable for the costs arising from returning pallets.

7 Identifying Markings

The Supplier shall make the agreed upon markings on the sales consignment packages, transportation packages and the pallets. The pallet label for storage and flow-through deliveries must be a pallet marking in accordance with the GS1 European Logistic Label standard. The identifying marking of the pallet must be placed on both the long and the short edge of the pallet.

8 Arranging Transportation

When the Buyer arranges for transportation in accordance with the delivery terms, the Supplier must, within the agreed timeframe, notify the Buyer or a transportation company designated by the Buyer by fax, e-mail or using an EDI connection of the number of pallets, pallet locations, the SSCC codes of pallet loads/transportation units, transportation packages, gross weight, the Buyer's order purchase number, dispatch date, estimated date of delivery, product description as well as the name of the transporter and the transportation unit. The products must be ready for transportation in accordance with the transportation terms or in the manner separately agreed upon by the parties (scheduling).

9 Temperatures of the Product and Cargo Space

The Supplier is responsible for ensuring that the temperatures of the product and the cargo space are in accordance with applicable laws and regulations when loading the product. In the event the temperature deviates from what has been agreed, the transporter is obliged to enter a reservation into the bill of lading. The Supplier is obliged to use foodstuff equipment with at least FNA certifications or similar (frozen products FRC) for transportation. The Supplier must ensure that the foodstuff terminal and the foodstuff cargo spaces are equipped with recording temperature monitoring equipment. Actual transportation temperatures must, upon request, be proved by presenting documentation. The documentation period is one year. If there are several distribution sites for the load temperature controlled transportation must use cargo spaces equipped with door curtains. In the event the Supplier does not provide the carrier the opportunity to supervise the loading of the products and the measurement of product loading temperatures, the Supplier shall be liable for any damage incurred due to deficient loading or loading temperatures of the products.

10 Freight List

The freight list delivered with the transport documentation or electronically must contain the following information:

- Buyer's order purchase number
- Ordered and delivered amounts (pallets, packages and price units)
- Pallet type and measurements
- Carrier
- Buyer's stock keeping unit and EAN code
- SSCC codes of cargo pallets/transport units

- Name of product and contents of delivery
- Production batch codes of products in accordance with legislation applicable in Finland
- Stock keeping unit of Supplier

Back orders must always be separately agreed upon with the Buyer. In the event the Buyer has accepted a back order, a separate freight list must be drafted for the back order, including a reference to the original delivery (Buyer's purchase order number).

11 Electronic despatch advice

The Buyer uses electronic despatch advice for receiving goods and managing inventory. The Supplier shall deliver an electronic despatch advice of all its deliveries as separately agreed by the parties. The despatch advice can, for instance, be delivered as EDI DESADV (requires EDI ORDERS and EDI INVOIC messages), GS1 Golli despatch advice (requires matching order and invoice messages) or through the Buyer's NodeFlow portal.

Inquiries concerning order-, invoice- and despatch advice: Edi.FoodandConsumerGoods@sok.fi.

12 Invoice

Up-to-date invoicing addresses can be found on the website https://s-ryhma.fi/en/for-suppliers/chain-supplier.

12.1 EDI Invoice

An invoice to be made via EDI connection must always be agreed separately, in which case the agreed-upon message format and invoicing timetable shall be applied.

Inquiries concerning EDI invoices: edilaskut@sok.fi and tel. +358 10 76 81953.

12.2 Invoicing Address

Up-to-date invoicing addresses can be found on the website https://s-ryhma.fi/en/for-suppliers/chain-supplier.

SOK
Daily consumer goods
PO Box 24
87788 S-RYHMÄ

PDF invoices: ptinvoice@sok.fi (1 invoice/pdf)

If the PDF file contains multiple pages, the first page of the file shall be the invoice followed by other attachments starting from page 2.

Invoices sent to SOK must be specific to a given delivery. Products from an order made through SOK must be invoiced using a separate invoice than orders that have not been made through SOK. The invoice may be dated at the earliest on the delivery date of the order.

Invoices shall contain the following information:

- Date of invoice
- Invoice number
- Business ID and VAT number
- Name and address of seller and buyer as entered into the Trade Register
- Order purchase number of SOK and, in the case of direct deliveries, name of delivery client and client number
- Payment terms, payment references
- For each tax rate, the basis for the tax, unit price without tax, applicable tax rate, amount of tax to be paid in euros, final tax-inclusive amount of invoice
- Currency
- Bank account details (IBAN account number and BIC/SWIFT code)
- Dispatch number and delivery date (delivery date = date when the good left from the Supplier)
- Delivery address of warehouse
- Product names (in clear language), Supplier's product number or product EAN code
- Amounts of products
- Unit gross price (tax free)./. rebates = net price
- Net price of line item
- Delivery date of products
- Assortment, display, pallet and platform products must be invoiced in the same unit as they were ordered. In addition, the contents must be entered as reference information according to product and item.

Inquiries concerning invoices: ptlaskut@sok.fi and tel. +358 10 76 86010.

In addition to the above, refund invoices must include the following information:

- number and date of the original invoice
- reclamation number

Refund invoices must be separate and cannot be included in debit invoices.

Inquiries concerning refund invoices: ptlaskut@sok.fi and tel. +358 10 76 86010.

13 Scheduled Reception of Goods

13.1 Direct Deliveries to Stores

The Supplier will deliver the products to the store in accordance with the agreed schedule.

13.2 Deliveries to Warehouses and Terminals

The Buyer will schedule the unloading of products to be received before the arrival of the delivery.

If the Supplier arranges the transport in accordance with the delivery clause, the Supplier must inform the carrier of the Buyer's reception procedures.

14 Date and Signatures

This agreement has been executed in two identical counterparts, which have been reviewed, approved and signed by each party. Each party has received one original counterpart signed by both parties.

[Place and date]	[Place and date]
Supplier	Supplier
[Company name]	[Company name]
[Department]	[Department]
[Name in print]	[Name in print]
[Position]	[Position]
Helsinki [date]	Helsinki [date]
Buyer	Buyer
Suomen Osuuskauppojen Keskuskunta (SOK)	Suomen Osuuskauppojen Keskuskunta (SOK)
Groceries & Consumer Goods	Groceries & Consumer Goods